September 22, 2005 **Electronic Filing Via ECFS** 

VoiceRide, LLC 655 Shrewsbury Avenue, Suite 210 Shrewsbury, New Jersey 07702

Ms. Marlene H. Dortch, FCC Secretary Federal Communications Commission 9300 East Hampton Drive Capitol Heights, MD 20743 Attention: Office of the Secretary

**RE:** VoiceRide, LLC Subscriber Acknowledgment Report (September 1, 2005) WC Docket No. 05-196

Dear Ms. Dortch:

Submitted herewith on behalf of VoiceRide, LLC is its updated Subscriber Acknowledgement Report (due September 22, 2005). This is being filed in accordance with the Commission's Public Notice DA 05-2358 released August 26, 2005.

Any questions you may have regarding this filing may be directed to me at (407) 740-3008, or <a href="mailto:coeeld@tminc.com">cneeld@tminc.coe</a>.

Sincerely,

Craig Neeld Consultant to VoiceRide, LLC

cc: Byron McCoy – FCC

Kathy Berthot – FCC Janice Myles - FCC M. Burgess - VoiceRide VoiceRide - FCC E911

tms: FCCv0503

file:

## <u>VoiceRide, LLC</u> Subscriber Acknowledgement Report (September 22, 2005)

## WC Docket No. 05-196

**FCC REQUEST:** A detailed explanation regarding current compliance with the notice and warning sticker requirements *if* the provider did not notify and issue warning stickers or labels to 100% of its subscribers by the July 29, 2005 deadline.

**RESPONSE**: On July 27, 2005, the Company sent a notification letter and six (6) warning labels via U.S. certified mail to all customers of record. The warning label mailed to customers read as follows: WARNING! Do not use this phone to contact 9-1-1 Emergency Services. 9-1-1 emergency services are NOT supported by this service.

**FCC REQUEST:** A quantification of the percentage of the provider's subscribers that have submitted affirmative acknowledgements as of the date of the September 1 report, and an estimation of the percentage of subscribers from whom the provider does not expect to receive an acknowledgement by September 28, 2005.

<u>RESPONSE</u>: As of September 14, 2005, the Company has received 80% affirmative acknowledgements from customers. The Company will continue to contact the remaining 20% of customers who have not responded to the notification mailing. Customer contact methods will continue throughout the month of September, e.g., follow-up telephone calls and email messages.

**FCC REQUEST:** A detailed description of any and all actions the provider plans to take towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory.

**RESPONSE** As per the message contained in the customer notification letters, subscribers who do not acknowledge, sign and return the customer acknowledgement will have their service disconnected.

**FCC REQUEST**: A detailed description of any and all plans to use a "soft" or "warm" disconnect (or similar) procedure for subscribers that fail to provide an affirmative acknowledgement by September 28, 2005.

**RESPONSE** The Company will initiate a so-called "warm" disconnect procedure option for subscribers who fail to provide an affirmative acknowledgement by September 28, 2005.